Activity Highlights

FY 2007 – 2008

A Time of Transition: In January 2008, the consumer-focused California Office of Privacy Protection and the government-focused State Information Security Office joined together to form the California Office of Information Security and Privacy Protection. The new Office, in the State and Consumer Services Agency, unites consumer privacy protection with oversight of government's responsible management of information. The following are highlights of the Office's accomplishments in the past year.

Protecting Consumer Privacy:
California Office of Privacy Protection (COPP)

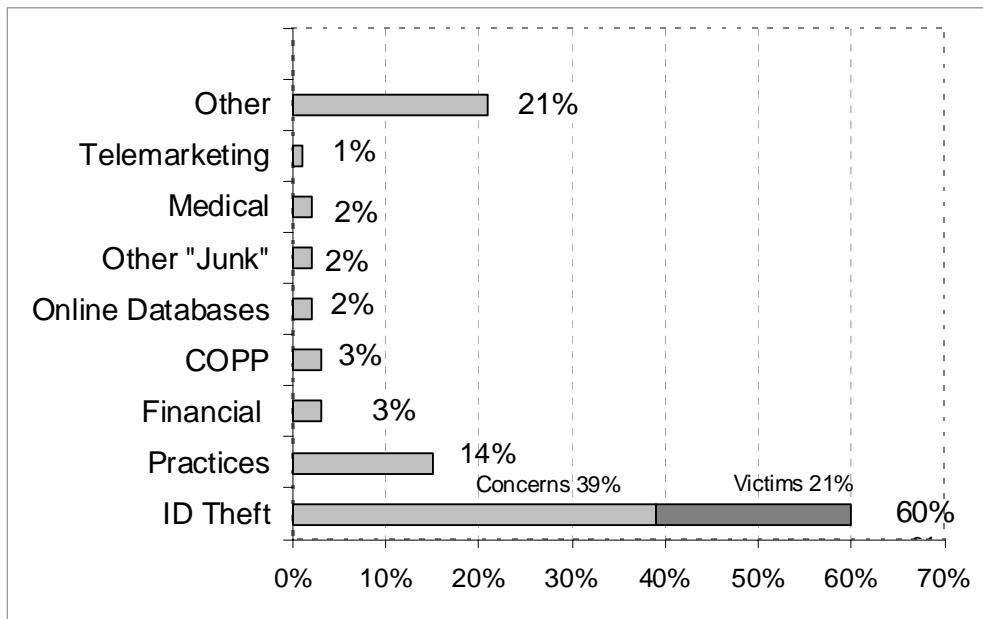| INFORMATION & EDUCATION	
	Consumer Education Materials
	▪ Developed new *Consumer Information Sheet 3C Identity Theft and the Deceased* (2/08).
	▪ Updated all Consumer Information Sheets (2/08).
	Business Education Materials
	• Updated *Recommended Practices on Notice of Security Breach* to address medical information (5/08).
	Workshops and Seminars
	▪ 23 for consumer and community groups, including:
	• 8 legislator town hall meetings on identity theft.
	▪ 43 for business, government and professional groups, including:
	• 4 seminars on privacy laws and practices for higher education.
	• 10 privacy awareness training sessions for state employees.

	Cyber Safe California: Protecting Our Children, Safeguarding Our Privacy, Securing Our Future
	▪ COPP joined with the Department of Consumer Affairs to present the fifth California privacy summit. It addressed a broad range of consumer privacy and children's online safety issues. More than 300 people attended the free event in Burbank, which included panels on policy issues and training for parents, educators, business, government, higher education and law enforcement.
PRIVACY POLICY DEVELOPMENT	▪ REAL ID Act: As member of Steering Committee, co-chair of Privacy and Security Work Group, the COPP contributed to state review of privacy impact of final rule from U.S. Department of Homeland Security.
	▪ Health Information Exchange: As member of California Privacy and Security Advisory Board to California Secretary of Health and Human Services, the COPP contributed to development of privacy and security standards.
	▪ Homeland Security: As member of U.S. Department of Homeland Security's Data Privacy and Integrity Advisory Committee, the COPP contributed to recommendations on privacy impact of DHS programs, including guidelines for RFID used for human identification and government use of commercial data.
	▪ High Technology Crime: As member of Advisory Committee on High Technology Crime, the COPP coordinated with regional law enforcement task forces on identity theft and related issues.
CONSUMER & BUSINESS ASSISTANCE	Calls and e-mails ▪ Responded to 6,212 calls, e-mails and letters, representing a 30% increase over the previous year.
	▪ 90% from consumers, 4% from businesses, 4% from government.
	Security breach assistance
	▪ Responded to 921 calls and e-mails (included in total above) from recipients of breach notices and organizations preparing to notify. Provided individuals with information on steps to take, and businesses with assistance in responding to breaches.

Calls and E-Mail to Office of Privacy Protection 7/07-6/08

Category	Value
Other	21%
Telemarketing	1%
Medical	2%
Other "Junk"	2%
Online Databases	2%
COPP	3%
Financial	3%
Practices	14%
ID Theft	Concerns 39% / Victims 21% / 60%

(Horizontal axis: 0% 10% 20% 30% 40% 50% 60% 70%)

ID THEFT: victims & concerns. PRACTICES: business practices & privacy laws. COPP: questions about Office of Privacy Protection. OTHER "JUNK": faxes, mail, spam. OTHER: general privacy concerns & non-privacy issues.

Securing State Information: Office of Information Security

STATE POLICIES & GUIDELINES	• Updated and released the *Information Security Program for State Agencies Guide.*
	• Updated and released the *Information Security Officer Roles and Responsibilities.*
	• Established the statewide incident response communication plan for state agencies.
	• Restructured the State Administrative Manual section on Information Security Policy to correspond to the international information security standard.
	• Completed and released the Risk Assessment Toolkit on the Web site to assist state agencies in conducting security assessments.
	• Released three Information Sheets on Secure Coding Best Practices.

COMPLIANCE REVIEWS	• Reviewed 25 project-related documents, such as Feasibility Study Reports, submitted by agencies to ensure they addressed information security and privacy issues. • Reviewed 103 agency Operational Recovery Plans. • Reviewed 129 agency Risk Management and Privacy Program Compliance Certifications.
TRAINING & EDUCATION	• Conducted training classes for a total of 2,525 state Information Security Officers (ISOs) and other government employees, on topics including: o Strategies and Techniques for Responsible Information Management. o Disaster Recovery. o Department of Homeland Security's Security and Network Training Initiative and National Education Laboratory (Sentinel) program which provides free cybersecurity training to government personnel nationwide, in order to combat, prevent, and respond to potential cyberterrorist attacks against our nation's critical infrastructures. • Government Technology Conference (GTC) Activities o Co-hosted the Partners in Learning Forum for state and local information security professionals, with focus on data exchange agreements, at GTC West 2008 conference for government IT professionals. o Presented first GTC Best of California Award in security category to winner in December 2007. • Cyber Security Awareness Month, October 2007: o Held *SECURING CALIFORNIA: Exploring Cyber Security Solutions for California Government*, an executive symposium to help raise top management's awareness of cyber security issues. Attended by 320 government executives, information security professionals and others. o Implemented pay warrant message, published special edition of newsletter, and released Toolkit and Security Awareness CD from Multi-State Information Sharing and Analysis Center (MS-ISAC).

INFORMATION & ASSISTANCE	• Created Government Online for Responsible Information Management (Go RIM), a website format that provides a central location for information security standards, authority, guidance, forms, tools, definitions, and reference to other policies related to risk management. • Conducted bi-monthly state ISO meetings and bi-monthly Disaster Recovery Coordinator meetings. • Distributed monthly newsletter on information security topics to state ISOs, privacy coordinators and others. • Sent 256 messages to state agency ISOs, Disaster Recovery Coordinators, privacy coordinators, and others on information security alerts and issues, and responded to 404 questions on security topics.
DISASTER RECOVERY	• Participated in California's Golden Guardian 2007 exercise in November. This full-scale exercise assessed the state's ability to respond to multiple, simultaneous terrorist attacks throughout California. • Led California's participation in the Department of Homeland Security's CyberStorm II exercise. In March 2008, more than 10 state and local government entities participated in an international exercise to test our ability to communicate during a cyber event and to effectively recover from it.